

WRS Board
14th February 2019

Activity and Performance Data Quarter 3

Recommendation

That the Board notes the Report and that members use the contents of the activity data in their own reporting back to fellow members of the partner authorities.

Background

This report covers the third quarter of 2018/19 and whilst the detail of the report focuses on Q3, the presentation of the data allows comparison with previous quarters and previous years.

Contribution to Priorities

Previously, Board Members have asked the service to provide data on activity levels to help reassure local members that WRS continues to tackle issues broadly across the county. This has been continued since the move to Board on 1st April 2016.

Report

Activity Data

As usual, licensing and environmental health nuisances continue to provide the greatest demand on officer time, which is understandable given their direct impact on the public.

For nuisance, the Summer demand peaked with the excellent weather but, as the weather broke during August, rates of complaint began to fall and continued at a level below that of the previous two years. Since the weather in this period was no better or worse than other years, it is difficult to explain why the numbers were lower. It could be that more issues were dealt with by people helping themselves but we cannot confirm this.

A similar pattern occurred with the number of complaints relating to filthy and verminous premises and other public health matters. Again it is difficult to explain why this should be the case but, as with the nuisance complaints, this could simply be natural variation.

A peak in food complaints and enquiries in August followed the pattern of the previous year and, like other areas, dropped significantly in September. These falls have allowed staff to catch up with the proactive food inspections so more of these were done in Q3 this year than in previous years. This helps to demonstrate how we respond flexibly with our resources and also highlights



that when resources are tight, proactive activities do take a back seat.

Health and Safety work also kept the team busy through the summer and whilst there was a drop off in complaints during the Autumn, accident reports remained slightly above trend compared with the same period in the past 2 years.

Other areas like Licensing, requests and applications, remained on trend, along with information requests. However, having seen a significant peak during the summer months, planning requests showed another significant peak during the mid-late Autumn, making it very busy for the Technical Services team, particularly as they were also trying to finalise some important Primary authority arrangements.

Performance

Sickness figures have increased slightly to 3.26 days per FTE, which is 0.5 days per FTE more than at the end of Q2. Hence, we remain on target for significantly better figures than last year and hopefully below the level in 2016/17.

In terms of our cumulative performance measures, business satisfaction is up slightly again to 96.1% so heading back towards where we have been historically. Broadly compliant food businesses remain around the 98% mark (97.7 %,) continuing to demonstrate that food businesses across the county are well run.

Overall customer satisfaction (non-business customers,) remains at 61% at the end of December. The proportion who feel better equipped to deal with problems in the future has improved from 56% at the end of September to 59% at the end of December.

The Management Team is continuing to review the questionnaire returns each quarter. So far there is little to report beyond what was said at the last board meeting:

- that the majority of people who are not happy with the outcome relates to nuisance issues that don't reach the threshold for statutory nuisance and these people tend to report dissatisfaction against all of our questions no matter how well or otherwise an officer has performed,
- That on some occasions our officers are not keeping complainants as well informed as we would expect and Team Managers have been challenged to deal with this behaviour and ensure that customers are updated and informed properly of the outcome.

78 compliments have not been received against 23 complaints, a similar ratio to previous years in spite of the dip in customer satisfaction.

Contact Points

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Background Papers

Appendix A: Activity Report (separate document)
Appendix B: Performance indicators Table

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Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	72.1	60.1	61%	
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.4	95.5	96.1%	
3. % businesses broadly compliant at first assessment/ inspection	Annually	98.2	Bromsgrove 98 Malvern Hills 97.1 Redditch 96.8 Worcester City 98.2 Wychavon 97.8 Wyre Forest 98.1 Worcestershire 97.7	NA	
4. % of food businesses scoring 0,1 or 2 at 1 st April each year	Annually	1.8	Bromsgrove 2 Malvern Hills 2.9 Redditch 3.2 Worcester City 1.8 Wychavon 2.2 Wyre Forest 1.9 Worcestershire 2.3	NA	
5 % of drivers licence renewal applications issued within 5 working days of receipt of a complete application	6-monthly	NA	91.2	NA	
6 % of vehicles found to be defective whilst in service Number of vehicles found to be defective by district and the percentage this represents of the fleet county-wide	6-monthly	NA	Bromsgrove 1 Malvern Hills 0 Redditch 12 Worcester City 2 Wyre Forest 2 17/1429 vehicles county-wide =1.2% of fleet	NA	
7 % of service	Quarterly	63.6	56	59	

	requests where customer indicates they feel better equipped to deal with issues themselves in future	NB: fig is cumulative				
8	Review of register of complaints/compliments	Quarterly NB: fig is cumulative	6/22	15/56	23/78	
9	Annual staff sickness absence at public sector average or better	Quarterly NB: figure is cumulative	1.83 days/ FTE	2.77 days/ FTE	3.26 days per FTE	
10	% of staff who enjoy working for WRS	Annually	NA	NA	NA	
11	% of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 2.6 Malvern Hills 2.0 Redditch 4.0 Worcester City 3.6 Wychavon 2.4 Wyre Forest 2.6 Worcestershire 2.8	NA	
12	Rate of noise complaint per 1000 head of population	6-monthly	NA	Bromsgrove 1.6 Malvern Hills 1.4 Redditch 2.2 Worcester City 2.1 Wychavon 1.4 Wyre Forest 1.6 Worcestershire 1.7	NA	
13	Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	140,817/3,025,000 x100 =4.7%	NA	
14	Cost of regulatory services per head of	Annually	NA	NA	NA	

population (Calculation will offset income against revenue budget)					
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